

# EVERSTREAM CUSTOMER PORTAL GUIDE

Updated 1.29.2024

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Welcome to Everstream's Customer Portal user guide! The customer portal gives you access to key information about your Everstream account — from support needs and invoice history to account information and resources. Along with contacting us by phone, our Customer Portal is an additional way to review your account or request support.

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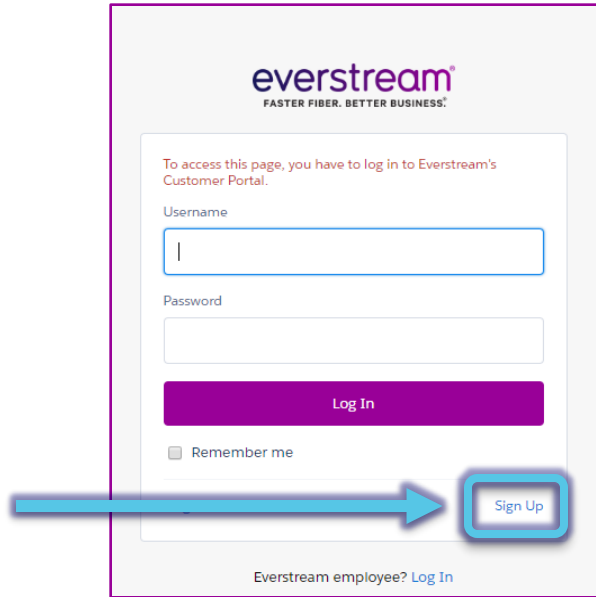
# REGISTERING FOR THE CUSTOMER PORTAL

## METHOD #1: INVITATION LINK FROM EVERSTREAM

- If you are a billing contact, you likely received an email from Everstream inviting you to use a unique, system-generated link to register for access.
- Use this link to create an account and access the Customer Portal.
  - **Please Note: This system-generated link expires after 30 days.**
- With this option, users do not need to provide invoice and balance information.

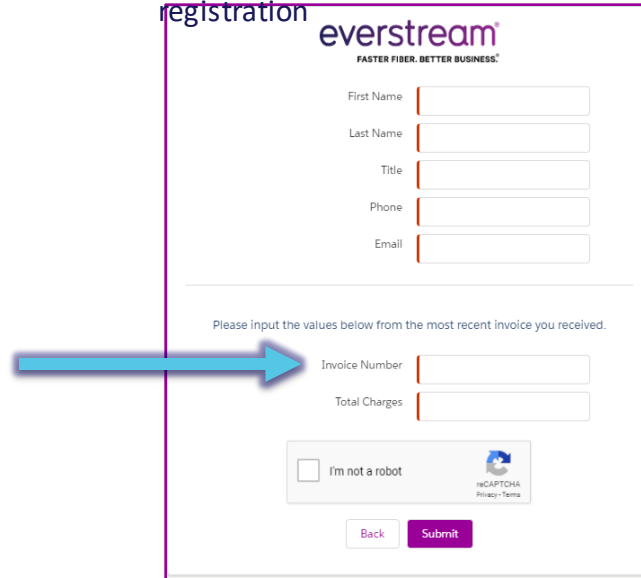
## METHOD #2: DIRECT ACCESS VIA INVOICE

- Visit [customer.everstream.net](https://customer.everstream.net)
- Click on **“Sign Up”**



The screenshot shows the Everstream login page. At the top is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS.". Below it, a message states: "To access this page, you have to log in to Everstream's Customer Portal." There are two input fields: "Username" and "Password". Below these is a blue "Log In" button. A checkbox labeled "Remember me" is present. At the bottom left, it says "Everstream employee? Log In". A blue arrow points from the left towards a "Sign Up" button, which is highlighted with a blue border.

- To sign up, you will need:
  1. An invoice from the past 60 days
  2. Enter the invoice number and balance for that invoice (“Total Charges”) to complete your registration



The screenshot shows the Everstream registration page. At the top is the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS.". Below it are five input fields: "First Name", "Last Name", "Title", "Phone", and "Email". A message states: "Please input the values below from the most recent invoice you received." There are two input fields: "Invoice Number" and "Total Charges". Below these is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo. At the bottom are two buttons: "Back" and "Submit". A blue arrow points from the left towards the "Invoice Number" field.

## REGISTRATION SUPPORT

If you have trouble registering, please contact Everstream's 24/7 Network Operations Center for assistance:

**866.624.8624**

THINGS TO KEEP IN MIND

## PLEASE KEEP IN MIND

- If you need to change the password for your Everstream Customer Portal registration, please visit [customer.everstream.net](https://customer.everstream.net) and click on “Forgot Your Password?”
- For access to the full capabilities of Everstream’s Customer Portal, it is best to log in via desktop.
  - The mobile user experience may vary from the full desktop experience.
  - Increased mobile-friendly features will be released in the future.



CUSTOMER PORTAL HOME

# CUSTOMER PORTAL HOME

Once logged into your account, you will see your Home page, which offers an at-a-glance look at key account details, including:

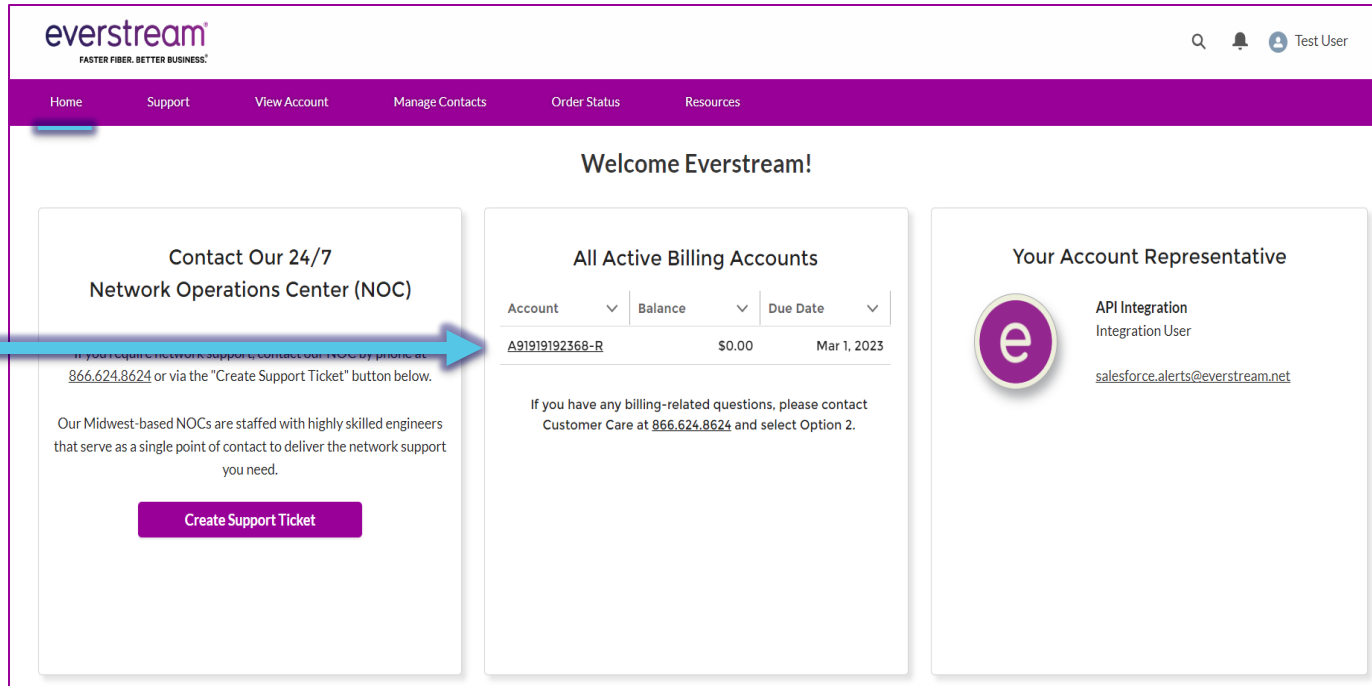
- **Contact Our 24/7 NOC:** For customer support, contact Everstream's 24/7 Network Operations Center via phone or create a ticket directly within the portal.
- **All Active Billing Accounts:** Click on an account number to review its balance and due date. You can enroll in automatic payments, make a payment by credit card and access your invoice history for the past 24 months.
- **Your Account Team**

The screenshot shows the Everstream Customer Portal Home page. The header is purple with the Everstream logo and tagline "FASTER. PRO. BETTER BUSINESS." on the left, and search, notification, and user icons on the right. A navigation bar below the header contains links for Home, Support, View Account, Manage Contacts, Order Status, and Resources. The main content area is titled "Welcome Everstream!" and features three cards. The first card, "Contact Our 24/7 Network Operations Center (NOC)", provides contact information and a "Create Support Ticket" button. The second card, "All Active Billing Accounts", displays a table with columns for Account, Balance, and Due Date, showing one active account. The third card, "Your Account Representative", shows the user's profile and contact information.

Account	Balance	Due Date
A91919192368-R	\$0.00	Mar 1, 2023

# REVIEW CURRENT INVOICE

To review a current invoice, **click on the account number** to open a detailed history for the past 24 months.



The screenshot displays the Everstream user interface. At the top, the Everstream logo and tagline 'FASTER FIBER. BETTER BUSINESS.' are visible. The navigation bar includes links for Home, Support, View Account, Manage Contacts, Order Status, and Resources. The main content area is titled 'Welcome Everstream!' and features three primary sections:

- Contact Our 24/7 Network Operations Center (NOC)**: This section provides information on how to reach the NOC, including a phone number (866.624.8624) and a 'Create Support Ticket' button. A blue arrow points to the 'Create Support Ticket' button.
- All Active Billing Accounts**: This section contains a table with columns for Account, Balance, and Due Date. The table lists one account: A91919192368-R, with a balance of \$0.00 and a due date of Mar 1, 2023. Below the table, there is a note about contacting Customer Care at 866.624.8624 for billing-related questions.
- Your Account Representative**: This section identifies the account representative as API Integration, an Integration User, and provides their email address: salesforce.alerts@everstream.net.

# PAYMENT OPTIONS

- Select **“Make a Payment”** to pay your balance by credit card.
- Choose **“Enroll in Automatic Payments”** to sign up for this option.

The screenshot shows the Everstream user interface. At the top, the logo 'everstream' with the tagline 'FASTER FIBER. BETTER BUSINESS.' is on the left, and a user profile 'John Smith' is on the right. A navigation bar contains links: Home, Support, View Account, Manage Contacts, Order Status, and Resources. The main section is titled 'Billing Account Information'. On the left, it displays 'Test Community Hospital', account number 'A111111111-R', 'Account Balance: \$1,700.00', and 'Balance Due On 05/01/2021'. Below this are two buttons: 'Make a Payment' and 'Automatic Payments' with a sub-button 'Enroll in Automatic Payments'. Two blue arrows point to these buttons. On the right, under the 'Invoices' tab, is a table titled 'Invoices from the Last Two Years'.

Type	Description	Amount	Invoice Link
Invoice	04/01/2021 - 04/30/2021	\$1,700.00	<a href="#">View Invoice</a>
Invoice	03/01/2021 - 03/31/2021	\$1,700.00	<a href="#">View Invoice</a>
Invoice	02/01/2021 - 02/28/2021	\$1,700.00	<a href="#">View Invoice</a>
Invoice	01/01/2021 - 01/31/2021	\$1,700.00	<a href="#">View Invoice</a>
Invoice	12/01/2020 - 12/31/2020	\$1,700.00	<a href="#">View Invoice</a>

If you have any billing-related questions, please contact the billing team at [ar@everstream.net](mailto:ar@everstream.net).

## MAKE A PAYMENT BY CREDIT CARD

- For this option, fill out your billing information to complete payment with a credit card.
- Should you have any questions or concerns regarding your Everstream invoice, please contact Customer Care via phone at 866.624.8624, Option 2.

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PAYMENT AMOUNT

\$

A1111111111-R

Outstanding Balance: \$1,700.00

Due Date: 05/01/2021

BILLING INFORMATION

FIRST NAME

LAST NAME

ADDRESS

CITY

STATE

ZIP CODE

COUNTRY

EMAIL

VISA

MasterCard

DISCOVER

CREDIT CARD NUMBER

EXPIRATION

Month

Year

NEXT

# ENROLL IN AUTOMATIC PAYMENTS

- For this option, complete the enrollment form to authorize payments.
- Once enrolled, your monthly payment will be **automatically debited in full on the 25th day of each month.**
- Should you have any questions or concerns regarding your Everstream invoice, please contact Customer Care via phone at 866.624.8624, Option 2.

The screenshot shows a web form titled "Enroll in Automatic Payments". At the top, there is a dropdown menu labeled "\* Select Credit Card" with "-- New --" selected. Below this is a section titled "Create New Payment Profile" containing several input fields: "\* Cardholder First Name", "\* Cardholder Last Name", "\* Email Address", and "\* Phone Number". The next section is "\* Billing Address", which includes fields for "\* Street", "\* City", "\* Province/State" (a dropdown menu currently showing "--None--"), "\* Postal/Code", and "Country" (a dropdown menu currently showing "US"). Below the billing address is the "\* Card Type" dropdown menu, which is set to "Visa". This is followed by fields for "\* Card Number", "\* Expiration" (MM/YY), and "\* CVV". At the bottom of the form is a "Terms & Conditions" section with a small text area containing legal disclaimers. At the very bottom right, there are two buttons: "Cancel" and "Enroll".

# AUTOMATIC PAYMENTS CONFIRMATION

- Once enrolled in automatic payments, your account will note “**Current Automatic Payments Profile**” with the saved payment information listed.
  - Please consider this confirmation that you have successfully enrolled!
- Enrollment in Automatic Payments is **effective for the following month**.
  - For example, enrolling on April 23rd will begin your Automatic Payments for May.
  - Your automatic payment will be noted on your May 1 invoice and payment will be debited in full on May 25th.
  - Please note that you are still responsible to pay your invoice for the **current month** (e.g. April in our example).

The screenshot displays the Everstream patient portal interface. At the top, the Everstream logo and tagline 'FASTER. FINER. BETTER BUSINESS.' are visible, along with a user profile for John Smith. A navigation bar includes links for Home, Support, View Account, Manage Contacts, Order Status, and Resources. The main heading is 'Billing Account Information'. Below this, the account details for 'Test Community Hospital' (Account ID: A11111111-R) are shown, including an account balance of \$1,700.00 and a due date of 05/01/2021. A table titled 'Invoices from the Last Two Years' shows a single invoice for \$1,700.00 dated April 1, 2021. A red box highlights the 'Automatic Payments' section, which shows the 'Current Automatic Payments Profile' with a Visa ending in 1111. A red arrow points to this section. Below the profile, there is an 'Update Automatic Payments' button. At the bottom, a note directs users to contact the billing team at ar@everstream.net for any questions.

## AUTOMATIC PAYMENTS INVOICE

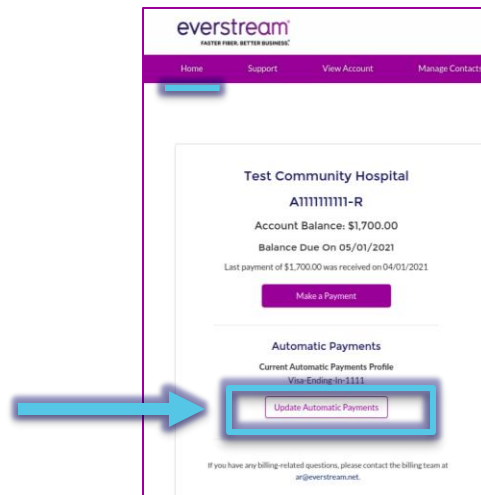
- Once enrolled in Automatic Payments, your invoice also will **reflect the enrollment and automatic debit payment.**
- Should you have any questions or concerns regarding your Everstream invoice, please contact Customer Care via phone at 866.624.8624, Option 2.

**You are enrolled in Automatic Payments.  
Your monthly payment will be debited in full on the 25th of the month.**



## UPDATE AUTOMATIC PAYMENTS

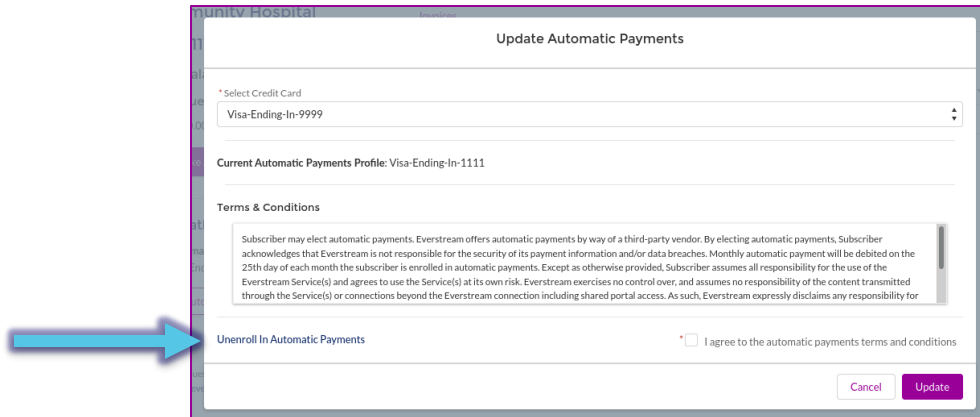
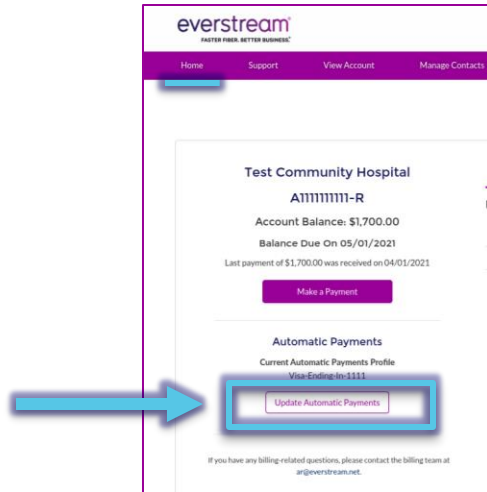
- Once enrolled in automatic payments, you can select **“Update Automatic Payments”** to make any changes to your payment method (e.g. add a different credit card).
- Note:** Be sure to make any changes to your payment method by the **24th day for that month** (e.g. May 24th for a May 25th payment).
  - Any changes made on or after the 25th day of the month will be effective for the following month's payment (e.g. May 26th for a June 25th payment).

A screenshot of the 'Update Automatic Payments' form. At the top, it says 'Update Automatic Payments'. Below this is a dropdown menu labeled '\* Select Credit Card' with 'Visa-Ending-In-9999' selected. Underneath, it shows 'Current Automatic Payments Profile: Visa-Ending-In-1111'. A section titled 'Terms & Conditions' contains a scrollable text area with legal disclaimers. At the bottom, there is a checkbox for 'Unenroll In Automatic Payments' and another checkbox labeled '\* I agree to the automatic payments terms and conditions'. 'Cancel' and 'Update' buttons are at the bottom right.

# UNENROLL IN AUTOMATIC PAYMENTS

To unenroll in automatic payments:

- Select **“Update Automatic Payments”** then **“Unenroll in Automatic Payments.”**
- You will be prompted to send an email request to Everstream’s Billing department at [customercare@everstream.net](mailto:customercare@everstream.net) to complete the unenrollment process.



SUPPORT

# NETWORK OPERATIONS CENTER SUPPORT

- The **Support** tab allows you to submit an online request for network support or review up to one year of your NOC Support Ticket history.
- To open a new ticket, click on **“Submit a Support Ticket.”**

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John Smith

Home Support View Account Manage Contacts Order Status Resources

Submit a Support Ticket

Network Operations Center (NOC) Support Tickets

Displaying 0 Support Tickets from the Last 365 Days

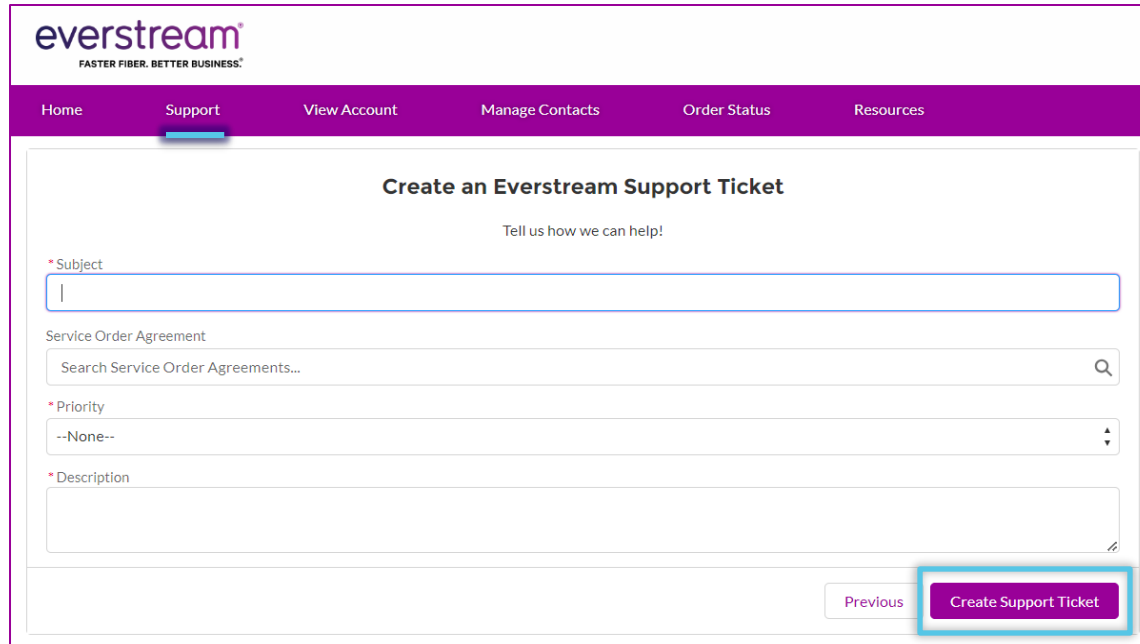
Open or Closed Tickets

Open

Ticket Number	Date/Time Opened	Status	Service ID	Subject
No Support Tickets Were Found				

## SUPPORT: SUBMIT NOC SUPPORT TICKET

- Be sure to include the circuit ID, asset ID or circuit's physical address.
- Once all relevant information has been included, click **“Create Support Ticket”** to complete.



The screenshot shows the Everstream website's support ticket creation interface. At the top is the Everstream logo with the tagline 'FASTER FIBER. BETTER BUSINESS.' Below the logo is a navigation bar with links: Home, Support (highlighted with a blue underline), View Account, Manage Contacts, Order Status, and Resources. The main heading is 'Create an Everstream Support Ticket' with the subtext 'Tell us how we can help!'. The form contains several fields: a required 'Subject' text box, a 'Service Order Agreement' section with a search bar, a required 'Priority' dropdown menu currently set to '--None--', and a required 'Description' text area. At the bottom right, there are two buttons: a 'Previous' button and a 'Create Support Ticket' button, which is highlighted with a blue border.

# SUPPORT: TICKET LIST

NOC Support Tickets can be sorted by status (**Open** or **Closed**).

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John Smith

Home Support View Account Manage Contacts Order Status Resources

Submit a Support Ticket

### Network Operations Center (NOC) Support Tickets

<u>Ticket Number</u>	<u>Date/Time Opened</u>	<u>Status</u>	<u>Service ID</u>	Subject
No Support Tickets Were Found				

Displaying 0 Support Tickets from the Last 365 Days  
Open or Closed Tickets  
Open

# SUPPORT: TICKET LIST

To review in-depth details for a specific ticket, click on the linked **Ticket Number**.

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John Smith

Home Support View Account Manage Contacts Order Status Resources

Submit a Support Ticket

Network Operations Center (NOC) Support Tickets

Displaying 17 Support Tickets from the Last 365 Days

Open or Closed Tickets

Closed

Ticket Number	Date/Time Opened	Status	Service ID	Subject
<a href="#">01234567</a>	4/5/2021, 01:43 PM	Closed	EV-ETHS-ON-11111	OG - 234 W Main Ave, Cleveland, OH 44115   EV-ETHS-ON-11111   Node is down
<a href="#">12345678</a>	4/5/2021, 01:43 PM	Closed	1C-ETHS-ON-22222	OG - 234 W Main Ave, Cleveland, OH 44115   1C-ETHS-ON-22222   Node is down
<a href="#">23456789</a>	2/16/2021, 02:46 PM	Closed	1C-ETHS-ON-22222	Service ID: 1C-ETHS-ON-22222    250 DIA    DNS Issue
<a href="#">34567890</a>	2/16/2021, 11:02 AM	Closed	EV-ETHS-ON-11111	Service ID: EV-ETHS-ON-11111    250 DIA    Utilization Report

## SUPPORT: VIEWING A TICKET

- Once you click on the Ticket Number, you will have access to the ticket history in the **Timeline** section.
- Click **“New Comment”** to add ticket updates.
- Enter pertinent information and click **“Save”** to send an update or respond to the NOC.

The screenshot displays the Everstream support portal interface. At the top, the Everstream logo and tagline 'FASTER FIBER. BETTER BUSINESS.' are visible, along with a user profile for John Smith. A navigation bar includes links for Home, Support, View Account, Manage Contacts, Order Status, and Resources. The 'Support' link is highlighted with a blue box. Below the navigation bar, the ticket details are shown: 'Support Ticket', 'Service ID: 1C-ETHS-ON-22222 || 250 DIA || DNS Issue', and a table with fields: Ticket Number (23456789), Status (Closed), Service Order Agreement (SOF-44444), and Circuit ID (1C-ETHS-ON-22222). The 'Timeline' section lists three events: 'Support Ticket Closed' (Thursday, Feb 18, 2021, 12:00 PM EST), 'Internal Email' (Tuesday, Feb 16, 2021, 03:06 PM EST), and 'Support Ticket Created' (Tuesday, Feb 16, 2021, 02:46 PM EST). A blue arrow points from the 'New Comment' button in the 'Files (0)' section to a modal window titled 'New Comment'. The modal window contains a text area with a character limit of 1200, and 'Cancel' and 'Save' buttons at the bottom.



## SUPPORT: VIEWING A TICKET

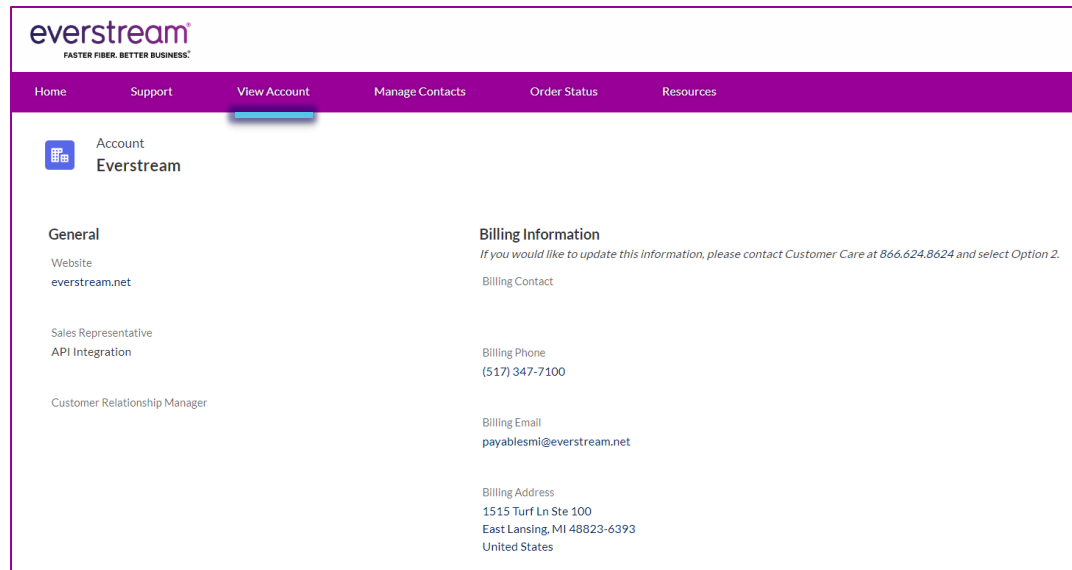
- You also can upload files or screen shots directly to the ticket.
- Select **“Add Files.”**
- When window opens, select **“Upload Files”** and choose your file(s).
- Click **“Add.”**

The screenshot displays the Everstream Support Ticket interface. The main header shows the Everstream logo and navigation links: Home, Support, View Account, Manage Contacts, Order Status, and Resources. The user's name, John Smith, is in the top right corner. The ticket details section shows a Support Ticket for Service ID: 1C-ETHS-ON-22222 || 250 DIA || DNS Issue. Below this, a table lists ticket details: Ticket Number (23456789), Status (Closed), Service Order Agreement (SOF-44444), and Circuit ID (1C-ETHS-ON-22222). The Timeline section shows three events: Support Ticket Closed (Thursday, Feb 18, 2021, 12:00 PM EST), Internal Email (Tuesday, Feb 16, 2021, 03:06 PM EST), and Support Ticket Created (Tuesday, Feb 16, 2021, 02:46 PM EST). A modal window titled 'Select Files' is open, showing a list of file categories: Owned by Me, Shared with Me, Recent, Following, and Related Files. The 'Upload Files' button is highlighted with a red box. The 'Add Files' button is also highlighted with a red box. A red arrow points from the 'Add Files' button in the modal to the 'Add Files' button in the ticket details section. The modal also includes a search bar, a message 'You don't have any files here. Try a different filter, or upload a file.', and a status bar at the bottom showing '0 of 10 files selected' with 'Cancel' and 'Add' buttons.

[VIEW ACCOUNT](#)

# VIEW ACCOUNT

- We encourage you to review your account details for accuracy.
- If you have changes to this information, please feel free to contact our Billing department via email at [customercare@everstream.net](mailto:customercare@everstream.net)



# MANAGE CONTACTS

# MANAGE CONTACTS

- At-a-glance list of Account Contacts with access to the Everstream Customer Portal and their permissions.
- **Customer Portal Administrators** have administrative and billing access and can add or edit any profile.
  - **Note:** The first user within a business to sign up for the Portal is the default Customer Portal Administrator.
- Contacts can be sorted by **Active** or **Inactive Contacts**.

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John Smith

Home Support View Account **Manage Contacts** Order Status Resources

Reminder: Please be sure to select at least one contact for each of the following Contact Types: Administrator ("Can Maintain Contacts and Portal Users"), Billing, Maintenance, and Repair. (Note: Maintenance and Repair contacts can be the same user.)

Account Contacts

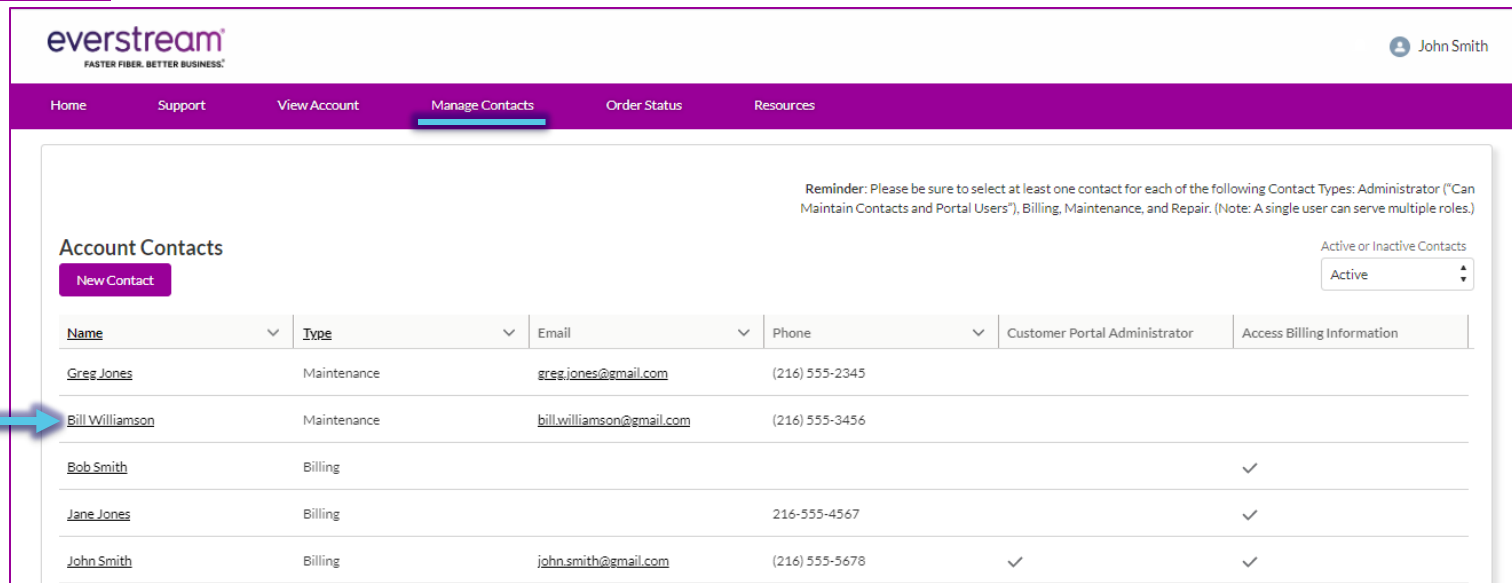
New Contact

Active or Inactive Contacts: Active

Name	Type	Email	Phone	Customer Portal Administrator	Access Billing Information
Greg Jones	Maintenance	greg.jones@gmail.com	(216) 555-2345		
Bill Williamson	Maintenance	billwilliamson@gmail.com	(216) 555-3456		
Bob Smith	Billing				✓
Jane Jones	Billing		(216) 555-4567		✓
John Smith	Billing	john.smith@gmail.com	(216) 555-5678	✓	✓

# MANAGE CONTACTS

- To review and manage your internal team members, select a **Contact Name** from the list.
- Note:** There is no way to delete a contact no longer with your business. Instead, mark as an **Inactive Contact.**



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John Smith

Home Support View Account **Manage Contacts** Order Status Resources

Reminder: Please be sure to select at least one contact for each of the following Contact Types: Administrator ("Can Maintain Contacts and Portal Users"), Billing, Maintenance, and Repair. (Note: A single user can serve multiple roles.)

Account Contacts

New Contact

Active or Inactive Contacts  
Active

Name	Type	Email	Phone	Customer Portal Administrator	Access Billing Information
Greg Jones	Maintenance	greg.jones@gmail.com	(216) 555-2345		
Bill Williamson	Maintenance	bill.williamson@gmail.com	(216) 555-3456		
Bob Smith	Billing				✓
Jane Jones	Billing		216-555-4567		✓
John Smith	Billing	john.smith@gmail.com	(216) 555-5678	✓	✓

# MANAGE CONTACTS: PORTAL ADMINISTRATORS

- Users with “Can Maintain Contacts and Portal Users” checked are the Customer Portal Administrators.
- Portal Administrators can:
  - Grant administrative access to other users
  - Enable/Disable users’ billing access
  - Enable/Disable portal users
  - Add new contacts
  - Edit any user profile
  - Manage users’ communication preferences

The screenshot shows the Everstream 'Manage Contacts' interface for a user named John Smith. The page has a purple header with navigation links: Home, Support, View Account, Manage Contacts (active), Order Status, and Resources. The user's name 'John Smith' is in the top right corner. Below the header, the contact's details are listed: Account Name (Test Community Hospital), Phone (216) 555-5678, and Email (john.smith@gmail.com). The 'Contact Type' is 'Billing'. The 'Account Name' is 'Test Community Hospital'. The 'Active Portal User' checkbox is checked. The 'Inactive Contact' checkbox is unchecked. The 'Portal Access' section is expanded, showing the 'Can Maintain Contacts and Portal Users' checkbox checked. The 'Communications' section is also expanded, showing the 'Emails: Communications Regarding Account' checkbox checked. The 'Emails: Promotional Communications' checkbox is also checked. The 'Can Access Billing Information' checkbox is checked. Red arrows point to the 'Edit' button, the 'Can Maintain Contacts and Portal Users' checkbox, and the 'Can Access Billing Information' checkbox.

Name	Email
John Smith	john.smith@gmail.com

Contact Type	Phone
Billing	(216) 555-5678

Account Name	Mobile
Test Community Hospital	

Active Portal User	Inactive Contact
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Portal Access	Can Access Billing Information
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Communications	Emails: Promotional Communications
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# MANAGE CONTACTS: EDITING A PROFILE

- Any user can edit their own profile.
- Note:** You can edit any field on this page except for “Account Name.”
- Once in a contact record, click **“Edit”** in the top right corner to make changes.
- Alternatively, select the **pencil icon** to edit and save changes to your record.

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John Smith

Home Support View Account **Manage Contacts** Order Status Resources

Contact  
Bill Williamson

Account Name: Test Community Hospital Phone (2): (216) 555-3456 Email: bill.williamson@gmail.com

Name: Bill Williamson

Contact Type: Maintenance

Account Name: Test Community Hospital

Active Portal User: ☐

Inactive Contact: ☐

Portal Access

Can Maintain Contacts and Portal Users: ☐

Can Access Billing Information: ☐

Communications

Emails: Communications Regarding Account: ☒

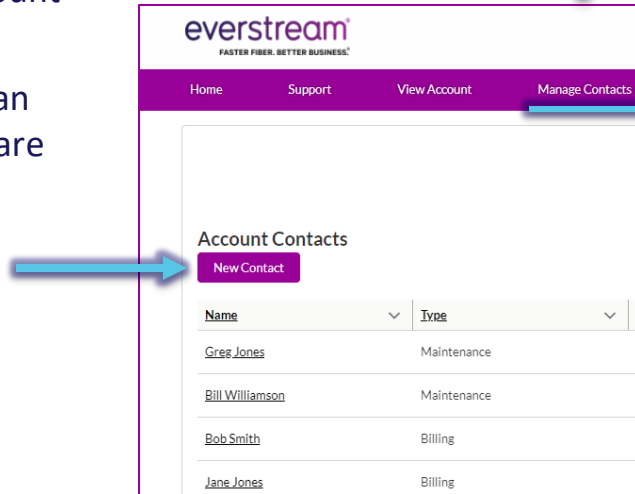
Emails: Promotional Communications: ☒

Edit Enable/Disable Portal User



# MANAGE CONTACTS: ADD CONTACTS

- Portal Administrators (users with “Can Maintain Contacts and Portal Users” checked) can add new contacts.
- Select “New Contact” to add a new user to your account
- Fields with an asterisk (\*) are required.



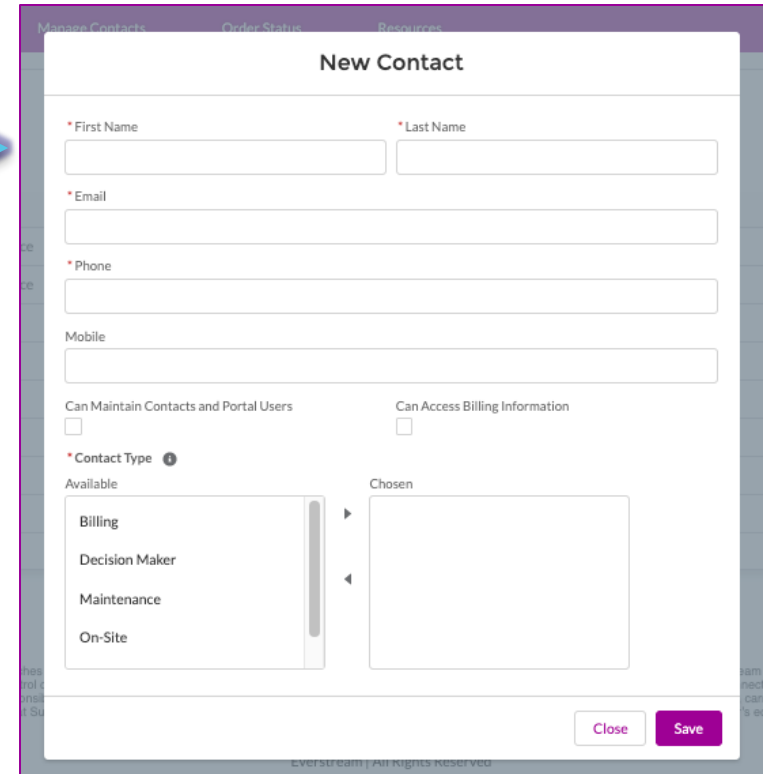
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Home Support View Account **Manage Contacts**

**Account Contacts**

**New Contact**

Name	Type
Greg Jones	Maintenance
Bill Williamson	Maintenance
Bob Smith	Billing
Jane Jones	Billing



Manage Contacts Order Status Resources

### New Contact

\* First Name

\* Last Name

\* Email

\* Phone

Mobile

Can Maintain Contacts and Portal Users ☐

Can Access Billing Information ☐

\* Contact Type ⓘ

Available

- Billing
- Decision Maker
- Maintenance
- On-Site

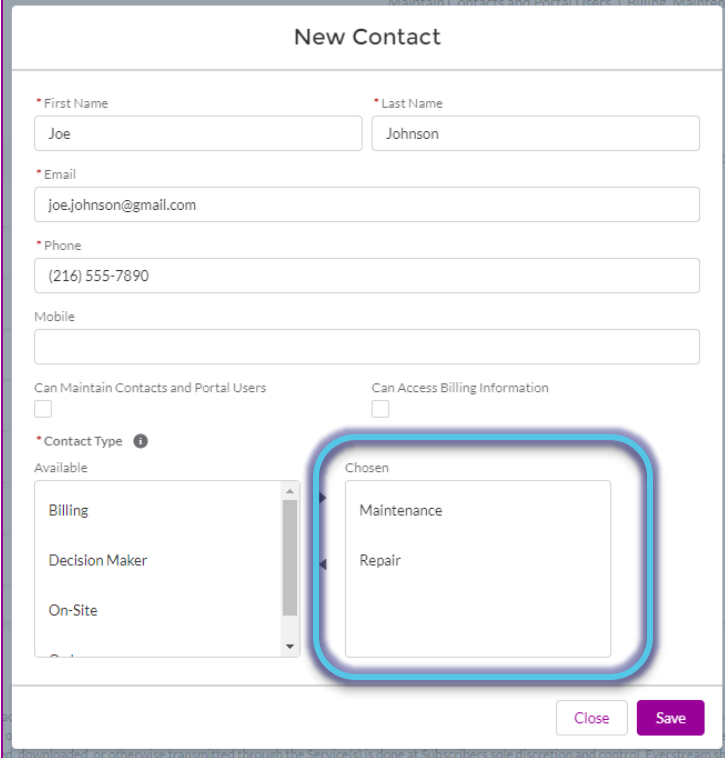
Chosen

Close Save

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## MANAGE CONTACTS: CONTACT TYPES

- Six Contact Types are available:
  - \*\* Billing
  - Decision Maker
  - \*\* Maintenance: Will receive scheduled and emergency maintenance notifications
  - On-Site
  - Order
  - \*\* Repair: Primary point of contact for repair and non-emergency repairs
- \*\* Please be sure your account has at least one contact listed for Billing, Maintenance, and Repair as well as a Customer Portal Administrator.
- **Note:** A single user can serve multiple roles. For example, the Maintenance, Repair and On-Site contacts could be the same employee for your



The screenshot displays the 'New Contact' form in a web application. The form includes fields for First Name (Joe), Last Name (Johnson), Email (joe.johnson@gmail.com), and Phone ((216) 555-7890). There are also checkboxes for 'Can Maintain Contacts and Portal Users' and 'Can Access Billing Information'. A 'Contact Type' section is highlighted with a blue rounded rectangle, showing an 'Available' list with 'Billing', 'Decision Maker', and 'On-Site', and a 'Chosen' list with 'Maintenance' and 'Repair'. The 'Chosen' list is currently empty, and the 'Available' list is scrollable. At the bottom right, there are 'Close' and 'Save' buttons.

# MANAGE CONTACTS: ENABLE PORTAL USER

- Portal Administrators (users with “Can Maintain Contacts and Portal Users” checked) can Enable Users.
- If a user is not yet using the Portal, select “Enable/Disable Portal User” then “Create User” to enable their account.
- Once completed, the “Active Portal User” box will be checked.

The screenshot displays the Everstream 'Manage Contacts' interface. The top navigation bar includes 'Home', 'Support', 'View Account', 'Manage Contacts' (highlighted with a blue underline), 'Order Status', and 'Resources'. The user 'John Smith' is logged in. The main content area shows contact details for 'Bill Williamson' (Account Name: Test Community Hospital, Phone: (216) 555-3456). A modal window titled 'Create Portal User' is open, containing fields for Name (Bill Williamson), Email (bill.williamson@gmail.com), and Community Nickname (BWilliamson12345), with a 'Create User' button. On the left, the 'Active Portal User' checkbox is highlighted with a blue arrow. On the right, the 'Enable/Disable Portal User' button is highlighted with a blue box and a blue arrow pointing to the modal.

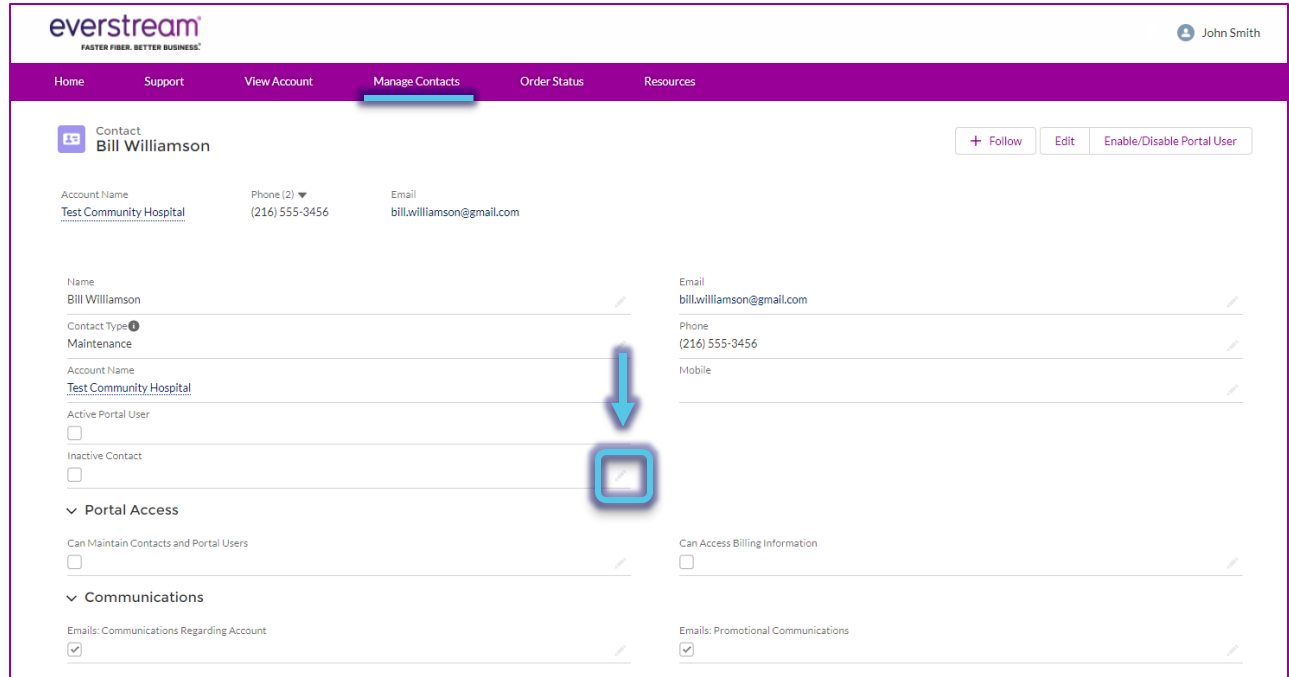
# MANAGE CONTACTS: DISABLE PORTAL USER

- Portal Administrators (users with “Can Maintain Contacts and Portal Users” checked) can Enable Users.
- To remove a user from having Portal access, select “**Enable/Disable Portal User**,” then “**Disable User**” to disable their account.
- Once completed, the “**Active Portal User**” box will be unchecked.

The screenshot displays the Everstream 'Manage Contacts' interface. On the left, a contact profile for John Smith is shown with details such as Account Name (Test Community Hospital), Phone (216) 555-5678, and Portal Access status (Active Portal User checked). The main area shows a list of contacts, with the 'Edit Portal User' modal open for John Smith. The modal contains fields for Name, User Name, Email, and User Since, along with an 'Active' checkbox and a 'Disable User' button. A red box highlights the 'Enable/Disable Portal User' button in the top right corner of the contact list, with a red arrow pointing to the modal.

# MANAGE CONTACTS: INACTIVE CONTACT

- **Reminder:** Contacts who are no longer with your business cannot be deleted. Portal Administrators should make these contacts inactive, instead.
- Select the **pencil icon** next to “Inactive Contact.”



The screenshot shows the Everstream user interface for managing contacts. The top navigation bar includes links for Home, Support, View Account, **Manage Contacts** (highlighted), Order Status, and Resources. The user profile 'John Smith' is in the top right. The contact details for 'Bill Williamson' are displayed, including account name, phone, and email. A section for 'Inactive Contact' has a checkbox that is currently unchecked. A blue arrow points to the pencil icon next to this checkbox. Below this are sections for 'Portal Access' and 'Communications', each with checkboxes and edit icons.

Contact Information	
Name	Bill Williamson
Contact Type	Maintenance
Account Name	Test Community Hospital
Active Portal User	<input type="checkbox"/>
Inactive Contact	<input type="checkbox"/>

Portal Access	
Can Maintain Contacts and Portal Users	<input type="checkbox"/>
Can Access Billing Information	<input type="checkbox"/>

Communications	
Emails: Communications Regarding Account	<input checked="" type="checkbox"/>
Emails: Promotional Communications	<input checked="" type="checkbox"/>

# MANAGE CONTACTS: INACTIVE CONTACT

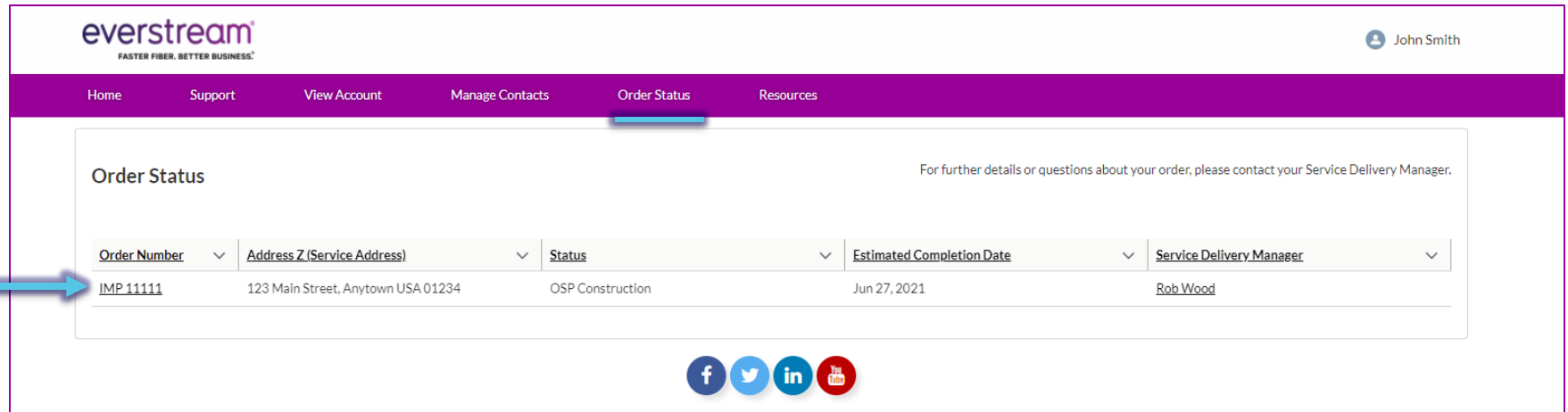
- On the pop-up window, check the box for **“Inactive Contact.”**
- Click **“Save.”**

The screenshot shows the Everstream 'Manage Contacts' interface for a contact named Bill Williamson. The interface includes a navigation bar with links for Home, Support, View Account, Manage Contacts (highlighted), Order Status, and Resources. The contact's account name is 'Test Community Hospital', phone is '(216) 555-3456', and email is 'bill.williamson@gmail.com'. The contact details form includes fields for Name (Salutation, First Name, Last Name), Email, and Phone. The 'Contact Type' section shows 'Billing' as the selected type. The 'Inactive Contact' checkbox is checked, and a blue arrow points to it. The 'Portal Access' section has 'Can Maintain Contacts and Portal Users' checked. The 'Communications' section has 'Emails: Communications Regarding Account' checked. The 'Save' button is visible at the bottom right.

# ORDER STATUS

# ORDER STATUS

- Customers can now review the status of pending implementation orders by selecting the IMP ticket, under **Order Number**.
- Should you have any questions or concerns regarding the status of your order, please contact the Service Delivery Manager listed.



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John Smith

Home Support View Account Manage Contacts **Order Status** Resources

**Order Status** For further details or questions about your order, please contact your Service Delivery Manager.

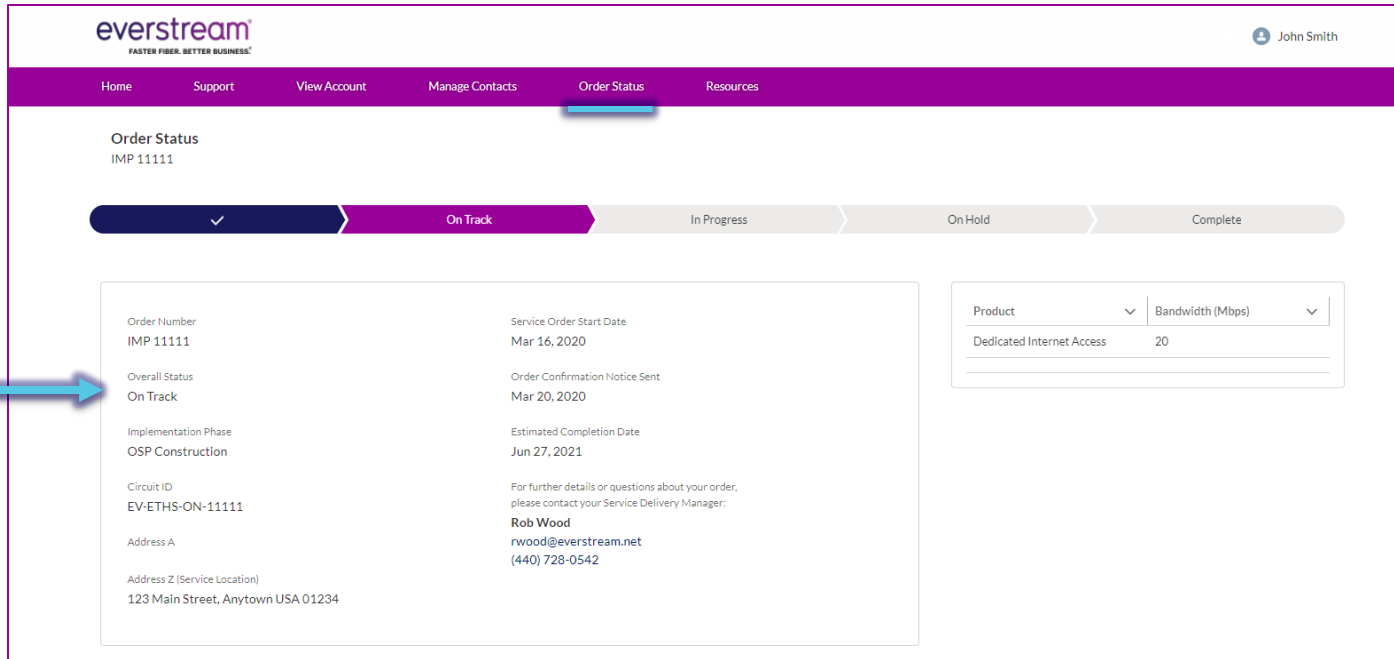
Order Number	Address Z (Service Address)	Status	Estimated Completion Date	Service Delivery Manager
IMP 11111	123 Main Street, Anytown USA 01234	OSP Construction	Jun 27, 2021	Rob Wood

f t in YouTube



# ORDER STATUS

On the next screen, review the details and status of your pending implementation order.



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John Smith

Home Support View Account Manage Contacts **Order Status** Resources

**Order Status**  
IMP 11111

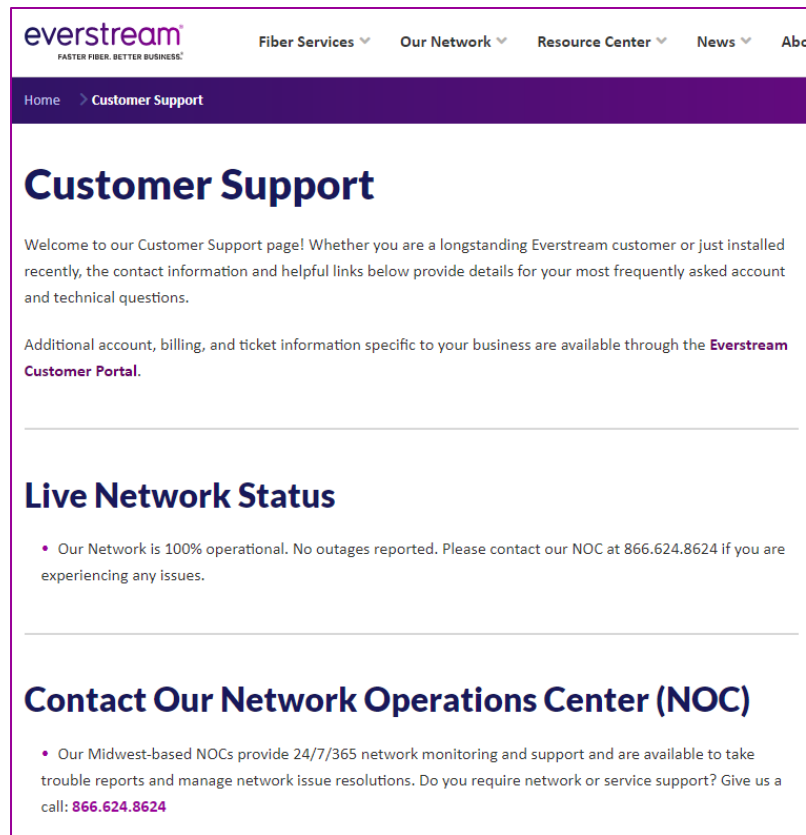
✓ **On Track** In Progress On Hold Complete

Order Number <b>IMP 11111</b>	Service Order Start Date Mar 16, 2020	<div>Product ▼ Bandwidth (Mbps) ▼</div> <div>Dedicated Internet Access 20</div>
Overall Status <b>On Track</b>	Order Confirmation Notice Sent Mar 20, 2020	
Implementation Phase OSP Construction	Estimated Completion Date Jun 27, 2021	
Circuit ID <b>EV-ETHS-ON-11111</b>	For further details or questions about your order, please contact your Service Delivery Manager: <b>Rob Wood</b> rwood@everstream.net (440) 728-0542	
Address A		
Address Z (Service Location) 123 Main Street, Anytown USA 01234		

# RESOURCES

# RESOURCES

- Select the Resources tab to be directed to the Customer Support page on Everstream's website ([everstream.net/support](https://everstream.net/support))
- Here you can access:
  - Our latest network status information
  - NOC Escalation List
  - Other helpful documents and important communications



The screenshot shows the Everstream website's Customer Support page. The header includes the Everstream logo with the tagline "FASTER FIBER. BETTER BUSINESS." and navigation links for Fiber Services, Our Network, Resource Center, News, and About. A breadcrumb trail shows "Home" and "Customer Support". The main heading is "Customer Support". The text welcomes users and provides information about account and technical questions. It also mentions that additional account, billing, and ticket information is available through the Everstream Customer Portal. Below this, there is a section for "Live Network Status" which states that the network is 100% operational. At the bottom, there is a section for "Contact Our Network Operations Center (NOC)" which provides information about 24/7/365 network monitoring and support, and a phone number: 866.624.8624.

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Fiber Services ▾ Our Network ▾ Resource Center ▾ News ▾ About ▾

Home > Customer Support

## Customer Support

Welcome to our Customer Support page! Whether you are a longstanding Everstream customer or just installed recently, the contact information and helpful links below provide details for your most frequently asked account and technical questions.

Additional account, billing, and ticket information specific to your business are available through the **Everstream Customer Portal**.

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## Live Network Status

- Our Network is 100% operational. No outages reported. Please contact our NOC at 866.624.8624 if you are experiencing any issues.

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## Contact Our Network Operations Center (NOC)

- Our Midwest-based NOCs provide 24/7/365 network monitoring and support and are available to take trouble reports and manage network issue resolutions. Do you require network or service support? Give us a call: **866.624.8624**

# CUSTOMER PORTAL HELP

## CUSTOMER PORTAL HELP

**Please contact the Everstream NOC with any questions or assistance related to the Customer Portal.**

Call or submit a ticket through the portal:

- **Phone Support**  
**866.624.8624**

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